



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Notice of Data Breach

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>:

Ply Gem Residential Solutions understands the importance of protecting the personal information that we receive and maintain. We are writing to inform you that we identified and addressed a data security incident that may have involved some of your personal information. This notice explains the incident, measures we have taken and steps you can take in response.

What Happened?

We recently concluded an investigation and analysis of a data security incident involving unauthorized access to some employees' email accounts. Upon learning of the incident, we immediately secured the accounts, launched an investigation, and engaged a cyber security firm to assist. Our investigation determined that an unauthorized person obtained access to the email accounts at various times between July 26, 2019 and November 18, 2019.

What Information Was Involved?

The investigation was not able to determine which emails or attachments, if any, were accessed by the unauthorized person. We, therefore, conducted a thorough review of the contents of all email accounts and, on June 25, 2020, determined that an email or an attachment to an email in the accounts contained some of your personal information, including your <<b2b_text_1 (Impacted Data)>>.

What We Are Doing?

To date, we have no evidence of any misuse of your information as a result of this incident, and we assure you that we take this incident very seriously. To help prevent this type of incident from happening in the future, we are implementing enhanced security measures and providing additional data security training to employees.

What You Can Do.

As a precaution, we have arranged to provide identity monitoring at no cost to you for one year through Kroll, a global leader in risk mitigation and response. Their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. For more information on Kroll Identity Monitoring, including instructions on how to activate your complimentary one-year membership, please visit the below website.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

You have until November 30, 2020 to activate your identity monitoring services.

Membership Number: <<Member ID>>

For More Information.

We regret this incident occurred and apologize for any inconvenience. If you have any questions, please call our dedicated hotline at 1-844-930-2842, Monday through Saturday, from 8:00 a.m. to 8:00 p.m. Central Time.

Sincerely,

Ply Gem Residential Solutions

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Triple Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

ADDITIONAL STEPS YOU CAN TAKE

Regardless of whether you choose to take advantage of this complimentary identity monitoring, it is always advisable to be vigilant in monitoring for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- **Equifax**, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- **Experian**, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- **TransUnion**, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps to take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

If your medical or health insurance information was identified, we recommend that you review statements you receive from your health insurer or healthcare provider. If you see services you did not receive, please contact your insurer or provider immediately.

If your username and password was identified, we recommend you promptly reset your password to the account, as well as all other accounts for which you use the same or a similar username and password.